

Michigan ITS Center

Serving the Southeast Michigan Freeways
www.michigan.gov/its



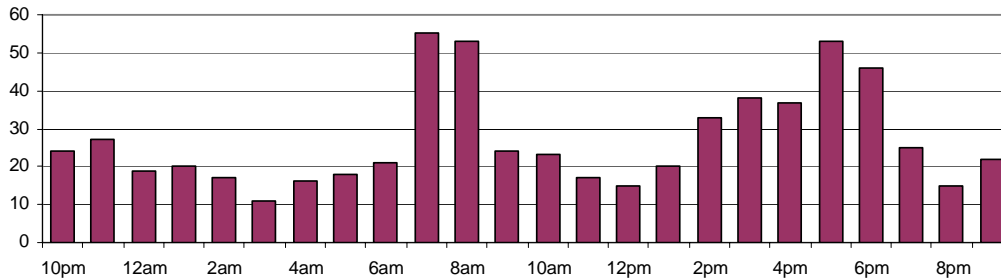
Mia Silver, PE PTOE
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Detroit, MI 48226
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January 2006

CONTROL ROOM SUPPORT ACTIVITY

DRAFT

Total Incidents per Hour



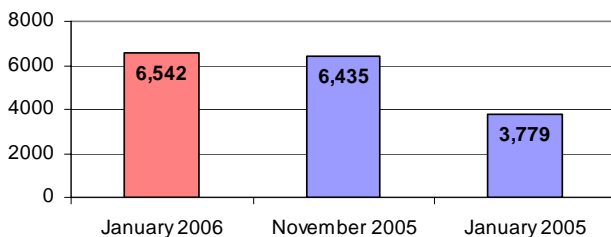
Total Incidents by Roadway

Freeway	Jan 2006	Dec 2005	Jan 2005
I-75	178	200	219
I-94	155	152	168
I-96	65	81	108
I-275	57	85	71
I-375	0	1	1
I-696 (Reuther)	86	145	140
M-5 (Grand River)	0	0	0
M-8 (Davison)	0	0	0
M-10 (Lodge)	65	72	70
M-14	0	0	0
M-39 (Southfield)	43	54	65
Total	649	790	838

Monthly Incident Activity

	Jan 2006	Dec 2005	Jan 2005
Freeway Closures	15	15	N/A
Lane Closures	37	41	N/A
Ramp Closures	5	6	N/A

Monthly Call History



Calls by Type

Agency	No. of Calls
Freeway Courtesy Patrol	4555
Michigan State Police	916
Media	686
MDOT Construction (Incoming)	37
MDOT Construction (Outgoing)	10
Other MDOT	115
ITS Maintenance	21
Other	202
Total	6542

MITS Center News

Three cameras became operational. They are M-10 at MLK, I-94 at Russell, and I-375 at Gratiot.

The North American International Auto Show (NAIAS) occurred. The load out of the Auto Show was condensed from the standard 14 days to 5 days in preparation for the NFL Experience. The traffic for the Auto Show load out was managed differently to be more efficient. Multiple agencies decided to close Fort Street between Cabacier and 3rd and M-10 NB between Jefferson and Porter for car hauler loading.

Preparation for Super Bowl XL was in the final stages. The AuxTOC was completed. The AuxTOC reduced disruption in the control room / dispatch center by providing the same monitoring functions for day of event activities. The multi-staged message plan for the Super Bowl activities was under final review.

Very mild January with unusually high temperatures.

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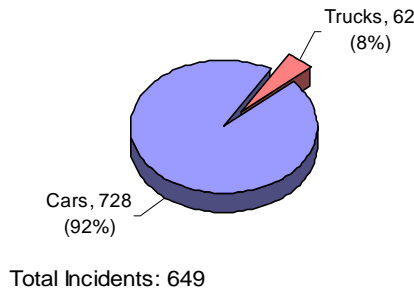
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CONTROL ROOM DISPATCH ACTIVITY

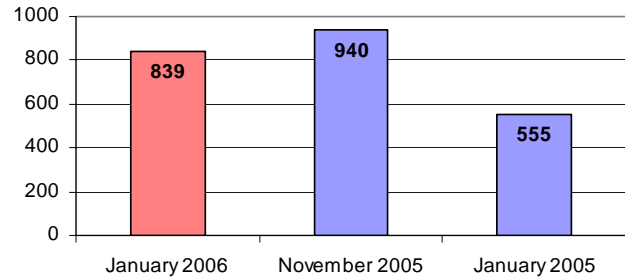
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- Of the 4,126 assists that the Freeway Courtesy Patrol (FCP) provided during the month of January, 841 assists (20%) were dispatched by the FCP dispatchers located at the MITS Center.

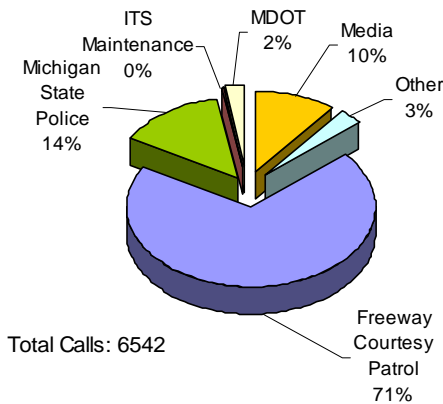
Vehicle Composition of Incidents



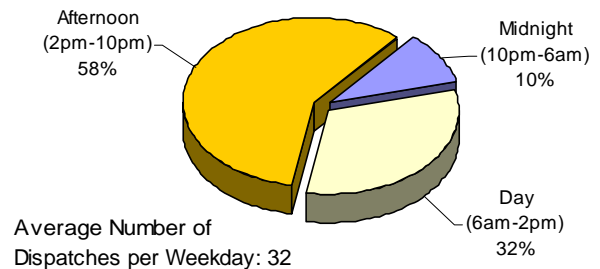
Freeway Courtesy Patrol Monthly Dispatch Activity



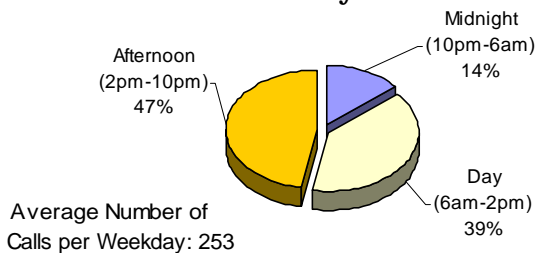
Calls by Type



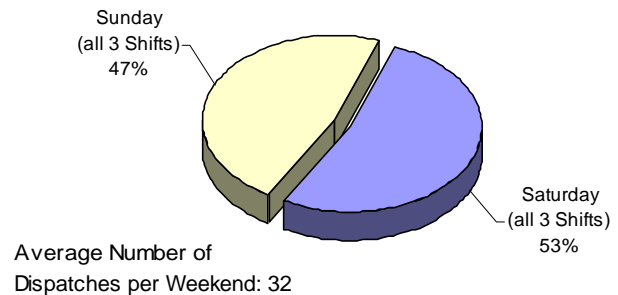
Freeway Courtesy Patrol Dispatches by Weekday Shift



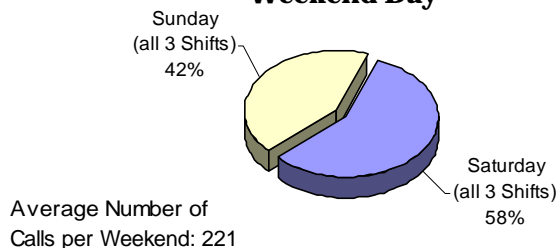
Calls by Weekday Shift



Freeway Courtesy Patrol Dispatches by Weekend Day



Calls by Weekend Day



Note: Additional FCP information may be found beginning on page 4.

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TRAVELER INFORMATION ACTIVITY

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- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

Website Activity

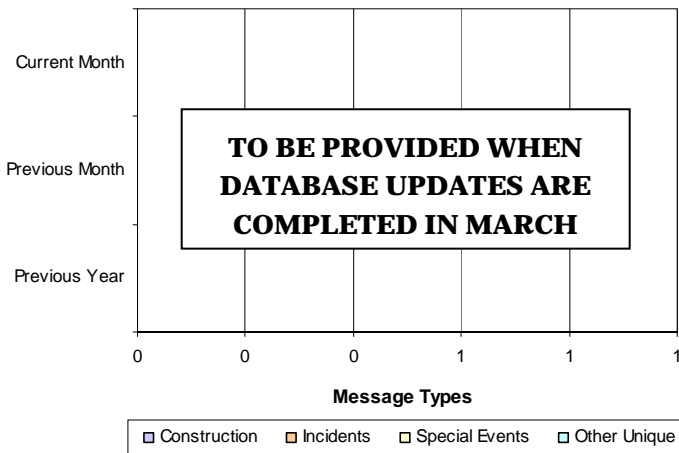


■ January 2006 ■ Fiscal Year-to-Date Monthly Average

Top 5 DMS with Unique Messages

- 1.
2. **TO BE PROVIDED WHEN DATABASE UPDATES ARE COMPLETED IN MARCH**
- 3.
- 4.
- 5.

Unique DMS Messages by Type

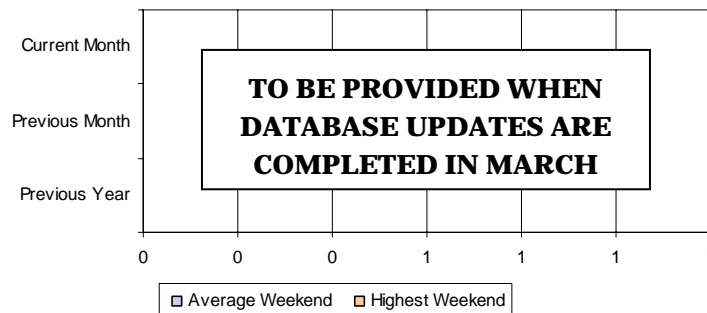


Incident Communication Accuracy

Weekend DMS Snapshot Review	Jan 2006	Dec 2005	Jan 2005
All Incident Messages	100.0%	100.0%	N/A
High Impact DMS Messages	Jan 2006	Dec 2005	Jan 2005
All High Impact Messages	94.7%	100.0%	100.0%
Freeway Closure Messages	93.3%	100.0%	N/A
Lane Closure Messages	97.3%	100.0%	N/A
Ramp Closure Messages	80.0%	100.0%	N/A
Other Communication	Jan 2006	Dec 2005	Jan 2005
Advisory Text-Messages	94.7%	96.8%	98.0%
Website Incident Postings	94.7%	98.4%	100.0%

- An auxilliary message was provided to motorists X% of the time when an incident required a shoulder closure or lane closure.
(to be provided when database updates are completed in March)

Weekend Construction DMS Message Activity



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FREEWAY COURTESY PATROL ACTIVITY

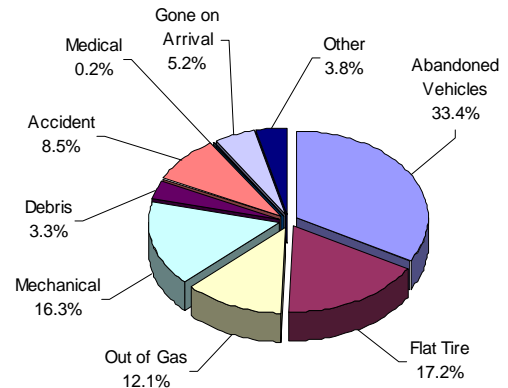
DRAFT

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

Motorist Quote of the Month

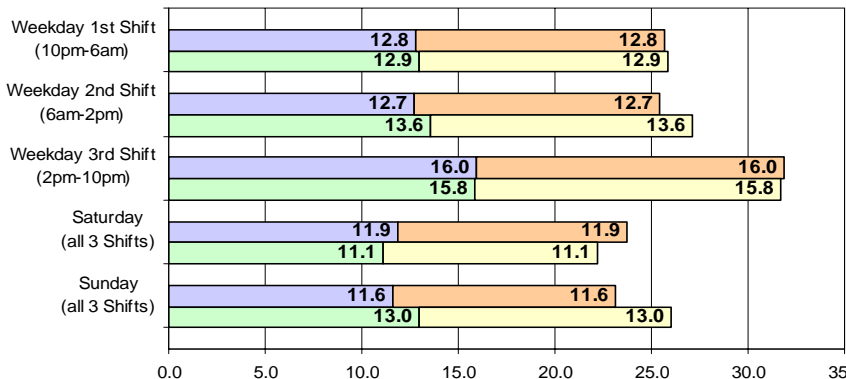
"I just wanted to thanks to the gentleman (Jeff) that assisted me last night (Jan 10th) on 94W just before the exit to the airport around 6:30 pm. I had to pull over as my car began to shake very bad. I called 911, and, He (Jeff) was literally there within a minute of my call, and quickly changed my tire. He was courteous, efficient and professional. Thanks again."

Assist Type

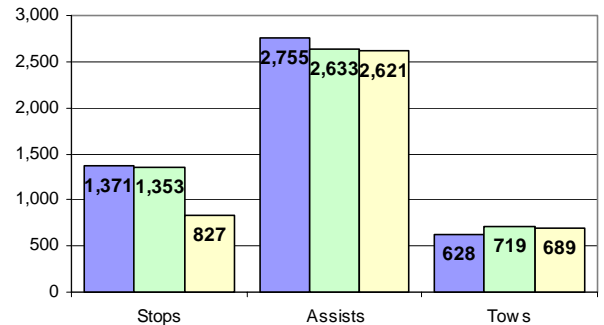


Total Number of Incidents: 4087

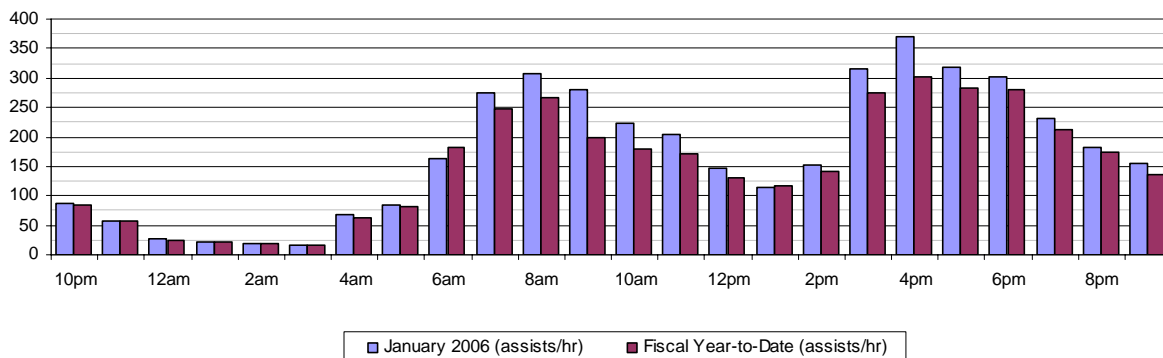
FCP Average Service Times



History of Key FCP Activities



FCP Assists by Time of Day



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FREEWAY COURTESY PATROL ACTIVITY

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Freeway Courtesy Patrol Service Area



0 - 5.9 (assists/mile) 6 - 8.9 (assists/mile) 9 - 11.9 (assists/mile) 12 & greater (assists/mile)

Freeway	COVERAGE (miles)	TOTAL ASSISTS*		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)	
		January 2006	Fiscal YTD	January 2006	Fiscal YTD	January 2006	Fiscal YTD
I-75	87.6	1010	813	11.5	9.3	13.9	14.5
I-94	60.7	878	698	14.5	11.5	13.3	14.2
I-96	34.0	684	445	20.1	13.1	14.2	16.2
I-275	37.5	397	278	10.6	7.4	12.4	13.8
I-375	1.2	10	6	8.3	5.2	10.0	10.0
I-696 (Reuther)	28.7	443	347	15.4	12.1	11.7	11.9
M-5 (Grand River)	10.3	47	25	4.6	2.5	12.6	10.1
M-8 (Davison)	2.2	75	47	34.1	21.3	9.4	9.0
M-10 (Lodge)	17.9	314	253	17.5	14.1	12.4	12.9
M-14	6.4	66	59	10.3	9.1	12.5	17.2
M-39 (Southfield)	14.2	195	179	13.7	12.6	12.3	13.7

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DATA KEY INFORMATION

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Table	Description	Purpose	Data Source
Total Incidents per Hour	Displays the total incidents for 1-hour increments over a 24-hour period.	Provides a snapshot view of variability of incidents by time of day.	<u>ATMS Incident Log</u> - Manually entered information by the operator that is sent to a website.
Total Incidents by Roadway	Displays the total incidents by freeway.	Provides a snapshot view of the number of incidents per freeway per month.	<u>ATMS Incident Log</u> - Manually entered information by the operator that is sent to a website.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month and previous year.	Provides a snapshot view of the major incidents that affect the roadway and freeway interchanges along with historical data.	<u>Monthly Closure QC</u> - QC of major incidents initiated by a notification being emailed.
Monthly Call History	Displays the number of telephone calls (incoming and outgoing) for the Control Room Operators for the current month, previous month and previous year.	Provides a snapshot view of the control room workload in a historical context.	<u>Call Log Database</u> - This is manually entered data by each operator into an Access database when a call/Nextel two-way is either received or sent.
Calls by Type (page 1)	Displays the number and types of call activity for the Control Room operators.	Provides a snapshot view of the Control Room call distribution and any apparent trends with the call volume or type.	<u>Call Log Database</u> - This is manually entered data by each operator into an Access database when a call/Nextel two-way is either received or sent.
Vehicle Composition of Incidents	Displays the number of incident that involved tractor-trailers compared to all incidents.	Provides a snapshot view of the incidents involving tractor-trailers.	<u>ATMS Incident Log</u> - Manually entered information by the operator that is sent to a website.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of FCP dispatches by the Control Room operators for the current month, previous month and previous year.	Provides a snapshot view of the workload and any apparent trends with the dispatching distribution.	<u>FCP Call Card Database</u> - Data cards filled out by the freeway courtesy patrol at each incident.

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Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of FCP dispatches by the Control Room operators by weekday shift.	Provides a snapshot view of the workload and any apparent trends with the dispatching distribution.	<u>FCP Call Card Database</u> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Provides snapshot view of the workload and any apparent trends with the call distribution.	<u>Call Log Database</u> - This is manually entered data by each operator into an Access database when a call/Nextel two-way is either received or sent.
Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Provides snapshot view of the workload and any apparent trends with the call distribution.	<u>Call Log Database</u> - This is manually entered data by each operator into an Access database when a call/Nextel two-way is either received or sent.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of FCP dispatches by the Control Room operators by weekend day.	Provides a snapshot view of the workload and any apparent trends with the dispatching distribution.	<u>FCP Call Card Database</u> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT website intended for use by the general public.	Provides a snapshot view of the information activity provided by the website with a historical context. Days having major traffic delays, extreme weather conditions, or special events may have a significant effect on the number of visits.	Metrocommute Web Server Statistics that are currently not available.

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Table	Description	Purpose	Data Source
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	Provides a snapshot view of the "most active" DMS for traveler information, which may indicate areas where additional DMS or other forms of traveler information may be necessary.	<i>Waiting for Data update</i>
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	Provides a snapshot view of the level of effort and need related to DMS messages.	<i>Waiting for Data update</i>
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. The benchmarks as required by the project RFP are 90% for accident messages, 95% for freeway closure messages, 95% for ramp closure messages, 95% for auxiliary messages, 90% for text messages and 85% for website messages.	Provides a snapshot view of the communication accuracy by type, including a breakdown between freeway closures, lane closures and ramp closures. The percentage of the time that an incident required a shoulder or lane closure is also noted, which is an indication of how well the DMS are generally being utilized for incident notification to drivers.	<p>The seven times a day snap shot is reviewed for every Friday, Saturday, and Sunday to give an overall weekend DMS review for construction, freeway closure, accident, and auxiliary messages.</p> <p>The text advisory triggers a review of the 15 minute snap shot data to analyze the message accuracy resulting in a monthly QC report. The monthly QC breaks down the message accuracy and a monthly average for incidents causing a freeway closure, a major lane closure, or a ramp closure.</p> <p>The text advisory is analyzed for accuracy in recipients, verbage, and content. Incidents posted to the website are reviewed for freeway closures, lane closures, and ramp closures to verify that accurate information was posted to the website.</p>

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Table	Description	Purpose	Data Source
Weekend Construction DMS Message Activity	Displays the total number of freeway construction - related DMS messages used on the weekend days.	Provides a snapshot view of the level of effort and need related to DMS messages as a result of freeway construction activity.	Weekend CMS Snapshot QC
Motorist Quote of the Month	A quote from a motorist positively commenting about their interaction with the Courtesy Patrol program.	To get insight on how the Courtesy Patrol affect the motoring public.	Motorist will email, call, or mail comments regarding their interaction with the Courtesy Patrol program.
Assist Type	Displays the distribution of incident types for which a FCP call card is submitted.	Provides a snapshot view of the composition of incidents.	<u>FCP Call Card Database</u> - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response and clear times by shift.	Provides a snapshot view of response and clear time trends with respect to a shift during the week or over the weekend.	<u>FCP Call Card Database</u> - Data cards filled out by the freeway courtesy patrol at each incident.

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Table	Description	Purpose	Data Source
History of Key FCP Activities	<p>Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.</p> <ul style="list-style-type: none">- The category "Stops" is defined as the number of times a FCP stops at an abandoned vehicle as indicated with trouble equal to aban plus service equal to unoccupied vehicle but not trouble equal to aban.- The category "Assists" is defined as the total number of unique incidents (everything excluding trouble equal to aban) recorded by the FCP.- The category "Tows" is defined as the total number of assisted vehicles where the FCP called for or provided a tow.	Provides a snapshot view of key FCP activities in a historical context.	<u>FCP Call Card Database</u> - Data cards filled out by the freeway courtesy patrol at each incident
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	Provides a snapshot view of the variability of response time by time of day.	<u>FCP Call Card Database</u> - Data cards filled out by the freeway courtesy patrol at each incident.

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Table	Description	Purpose	Data Source
Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage in service areas. Color coding reflects assist density per mile of freeway. Red indicates a freeway with the highest assist density. Dark orange, light orange and light yellow represent decreasing levels of density, respectively.	Provides a graphic representation of assist density in order to adjust FCP routes according to changing demands.	<u>FCP Call Card Database</u> - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	Provides a snapshot view of the average response times for each freeway. The number of assists per freeway and the number of assists per freeway mile indicate the level of demand	<u>FCP Call Card Database</u> - Data cards filled out by the freeway courtesy patrol at each incident.